

Arizona Complete Health

Prior Authorization Metrics Summary

Effective 12/31/2025



Important Notice Regarding Prior Authorization Data

The prior authorization information posted here may differ from data submitted to state or federal regulators, which may be compiled using different methodologies, reporting periods, data sources, or validation processes. This information is provided for transparency and informational purposes only and should not be relied upon as a complete or definitive representation of all prior authorization activity.

Additionally, the data presented on this website is derived from multiple operational systems and reflects information available at the time of publication. Due to system limitations, data integration constraints, and ongoing process enhancements, certain prior authorization requests, determinations, or attributes may not be fully captured or reflected in this dataset.

Prior Authorization Metrics Summary - Medicaid : State Code Derived : AZ-AzCH

Standard Prior Authorizations:

Metric Name	How many times this happened	Out of total requests	Percentage
Requests Approved	126,036	164,338	76.69%
Requests Denied	38,302	164,338	23.31%
Request Approved Only After Time for Review was extended	124	164,338	0.08%
Request Approved Only After Appeal	453	1,493	30.34%

Metric Name	Average Time	Median Time
Standard (non-urgent) Prior Authorization Requests	5 days	2 days

Expedited Prior Authorizations:

Metric Name	How many times this happened	Out of total requests	Percentage
Requests Approved	15,169	17,287	87.75%
Requests Denied	2,118	17,287	12.25%
Request Approved Only After Time for Review was extended	84	17,287	0.49%
Request Approved Only After Appeal	53	160	33.13%

Metric Name	Average Time	Median Time
Expedited (urgent) Prior Authorization Requests	1 days	1 days

In 2025, Medicaid: State Code Derived: AZ-AzCH received a total of 164,338 standard (non-urgent) prior authorization requests for our covered patients.

76.69% of those requests were approved:



- Requests Approved - 126,036
- Requests Denied- 38,302
- Request Approved Only After Time for Review was extended - 124
- Request Approved Only After Appeal - 453
- Prior Authorization Requests - Average (Days) - 5
- Prior Authorization Requests - Median (Days) - 2

In 2025, Medicaid: State Code Derived: AZ-AzCH received a total of 17,287 expedited (urgent) prior authorization requests for our covered patients.

87.75% of those requests were approved:

